



City of South Bend

Vacancy Announcement

Post Date: Thursday, March 19, 2015

Closing Date: Tuesday, March 24, 2015

CUSTOMER SERVICE & BILLING REPRESENTATIVE

Category: Full Time - Teamster

Department: Public Works/ Water Works

Reports To: Customer Service Supervisor

Schedule: 8 working hours between 7:30 AM-5:00 PM; Monday-Friday. Hours may vary based on operational needs.

Pay Rate: \$14.95-\$15.95/hr. (Non-exempt)

Position: **SUMMARY**
Serves as a representative for the South Bend Water Works in the full capacity of customer service.

SUPERVISION EXERCISED

Not applicable.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Assist customers via telephone and walk-ins with utility bill questions and services.
- Enter all work orders on the computer; look up customer accounts; write duplicate bills; file contract cards; take customer applications for water service; schedule appointments for customers such as checking low pressure, meter re-reads, meter not registering, service starts for new customers, discontinue service and general repairs.
- Cashier at front counter and drive-through.
- Balance cash and checks to computer report.
- Sort, distribute, and open mail.
- Separate checks and receipts; research accounts, write receipts, balance checks to receipts.
- Input payments to mainframe computer.

NON-ESSENTIAL JOB FUNCTIONS

- Assumes additional responsibilities as requested.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge,

skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- High school diploma or equivalent education and at least six months clerical experience.
- Must have cashiering or teller experience, along with previous customer service experience.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Knowledge of mainframe computer and/or PC's.
- Ability to interpret computer reports and messages.
- Ability to communicate effectively with customers and inter-departmentally in a professional manner using tact and diplomacy.
- Must provide accuracy of information and attention to detail.
- Ability to work in a very fast-paced environment.
- Must have keyboarding skills of 50-60 words per minute.

CERTIFICATES, LICENSES, REGISTRATIONS

Not applicable.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Work is performed in a normal office environment, sitting primarily. On occasion may be required to research information in different areas/buildings. While performing the duties of this job, the employee is frequently required to sit and talk or hear.

The employee is occasionally required to stand; walk; use hands to finger, handle or feel objects, tools, or controls and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-Employment drug screen required.

Ability to speak Spanish a plus.